

AMSA – GSA HHG FREIGHT FORUM

Technology Changes And Challenges

*Patricia Jennings – AMSA
Vice-President – Programs and Services*



www

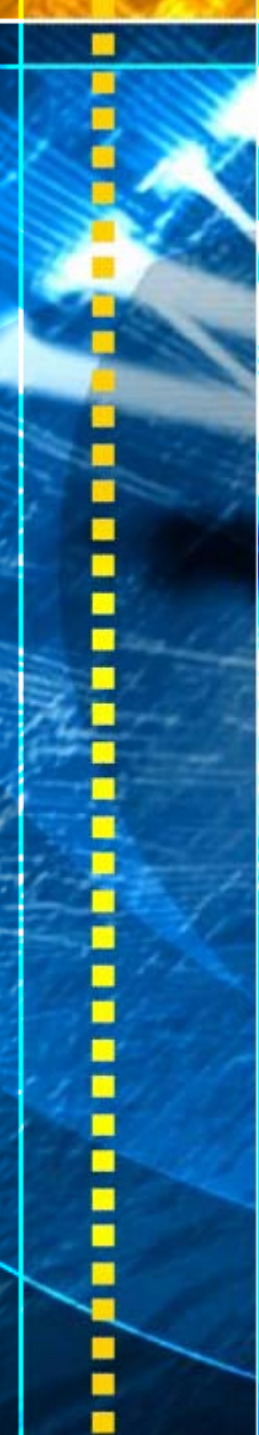
www

www

www

www





WEB-BASED CUSTOMER ACCESS

- Real-time tracking of domestic & international shipments
- Customized reports

INVENTORY REPORTING SERVICE

- Real-time customer access to data
- Customers can query about stored goods and inventory

ON-LINE AGENT NETWORK

- All information about a move instantly available to all involved
- Benefit – better communication between the parties
- Benefit – problems handled quickly

On-line Claim Form

Allows customers to initiate a claim online.

Ties to the Claims System and triggers workflow.

Results in faster processing and reduces data entry.

Online Claim Login

This site requires Internet Explorer 4.x and above and is only applicable for shipments transported under an Atlas Van Lines' Bill of Lading with a properly assigned Atlas Registration Number. A valid registration number, state of origin and state of destination are required to proceed. You will have the opportunity to print your claim after you submit it. Once you begin to complete the form, you have approximately 48 hours to edit and submit before the form is cleared.

Registration Number: (i.e. AB-12345-0)

State of Origin:

State of Destination:

Have comments? Send email to avldclaims@atlasworldgroup.com

Section 14904(b)(2) of Title 49 of the United States Code imposes a civil penalty of up to \$2,000 for filing a false claim with a motor carrier.

www.atlasworldgroup.com

Copyright ©2003 Atlas World Group, Inc.
1212 St. George Road, Evansville, IN 47711-2364
800-638-9797 - U.S. DOT No. 125550

ELECTRONIC BAR-CODE INVENTORY SYSTEM

- Price-level tracking of shipments
- All items scanned into database
- Lost items easily determined & located
- Benefits
 - Printed Inventory
 - Reduced claims loss

TRACKING & COMMUNICATION

- Shipment tracking in real-time
- Communication with drivers 24 – 7
- GPS satellite tracking technology
- Benefits
 - Able to track exact location of shipments
 - Provide verification of on-time deliveries

Front of Trailer with Tracker Installed



PLANES - UNITED

- On-Line Van Operator Checkbook
 - Automated Deposits and Payments
 - Driver Retention Solution
- Quick Estimate Program Prior to Move

PAXTON - ATLAS

- Corporate Relocation Services
 - Web based system
 - Home Sales
 - Shipment Tracking
 - Inventories
 - Claims
 - Documents

PAUL ARPIN VAN LINES

- C-TPAT Certified
 - Reduced number of inspections
 - Shipments move faster through customs
- Web Tracking of Shipments for Individuals & Agencies

eTARIFF 400-N



**Principal Moving Industry Tariff
with 2000 Carrier Participants**



www

www

www

www

www

Why was the tariff changed?

- Past tariffs were manual, paper-based product of 60 years of revisions.
- Source of customer confusion; estimating problems and billing errors.
- Tariff needed to be modernized and made easier to use and to understand.

Tariff 400N Software

- From Staff's Perspective



Major Components of New Tariff

- 3-Digit Zip Code to 3-Digit Zip Code Linehaul Rates - Geographic/Labor & Cost-Based.
- Complex accessorials cancelled and replaced with a hundredweight origin/destination charge that is shown as separate charge.
- Automated to provide totally electronic shipment estimating and rating.

Benefits for the Consumer and the Carrier

- Fewer billing errors; fewer line items on invoices.
- No more surprise origin and destination charges.
- Easy to understand costs based on zip codes.

New Tariff became effective January 1, 2002.